

subject

14-87-2132 X

ROUTING AND TRANSMITTAL SLIP

Date

06 Oct 87

TO: (Name, office symbol, room number,
building, Agency/Post)

Initials

Date

1. DIRECTOR OF LOGISTICS

2.

3.

4.

5.

Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

#1 - FOR ACTION, AS APPROPRIATE.

cc: D/OIT

10/9/87 - Brenda, O/D/OL, advises that it is Agency policy not to respond to these questionnaires. Our Agency maintains a good relationship with Xerox and ongoing discussions are held as to contract. sd

DO NOT use this form as a RECORD of approvals, concurrences, disposals, clearances, and similar actions

FROM: (Name, org. symbol, Agency/Post)

Room No.—Bldg.

EXA/DDA

Phone No.

5041-102

★ U.S.GPO:1986-0-491-247/20047

OPTIONAL FORM 41 (Rev. 7-76)
Prescribed by GSA
FPMR (41 CFR) 101-11.206

STAT

145-5

XEROX CORPORATION
P.O. BOX 164
WEBSTER, NEW YORK 14580

2700



CIA
HEADQUARTERS
RM 7D18
MCLEAN VA 22102

MACHINE NO.
E24-031164

XEROX

Dear Customer:

We place a very high value on your opinion concerning your Xerox 2700.

Your opinion is a vital part of a Xerox effort to find out how and where we can improve the quality of this equipment and the support we provide to you our customer.

Listed below are problems that sometimes cause dissatisfaction among office equipment users. Please indicate [X] the items that have been a 'Significant Problem' for you during the past three months. If you feel that none of the problems have been significant, please indicate 'No Significant Problem'. Then indicate [X] the box that corresponds most closely with your rating for each of the categories. Your response will not only enable us to respond to your specific needs, but also tells us those areas in which we should continue to perform well and those where we need to improve.

1. SOFTWARE AND PRODUCT FEATURES:

Problems encountered during the past three months:

- A. Frequent software failures
- B. Frequent product feature problems
- C. Software inadequate for my needs
- D. Product features inadequate for my needs
- E. Reference or training materials not satisfactory
- F. Frequent hardware failures
- G. Frequent paper jams
- H. Print quality not consistently good

SIGNIFICANT
PROBLEM

☐
☐
☐
☐
☐
☐
☐
☐

NO SIGNIFICANT PROBLEM

☐

1a. The overall software and product features was:

EXCELLENT	GOOD	FAIR	POOR
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	9	8 7 6	5 4 3

2 1 0

2. HARDWARE SUPPORT:

Problems encountered during the past three months:

- A. Poor telephone service received when calling for machine repair
- B. Slow in delivering service (response time)
- C. Failed to repair equipment
- D. Too much machine downtime
- E. Did not respond to emergency situation
- F. Service rep displayed lack of professionalism

SIGNIFICANT
PROBLEM

☐
☐
☐
☐
☐
☐

NO SIGNIFICANT PROBLEM

☐

2a. The overall hardware support was:

EXCELLENT	GOOD	FAIR	POOR
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	9	8 7 6	5 4 3

2 1 0

3. SALES SUPPORT:

Problems encountered during the past three months:

- A. Sales support does not meet my needs
- B. Sales rep does not return phone calls
- C. Sales rep not competent/well trained/informed
- D. Sales rep not interested in my account
- E. Unsatisfactory Xerox assistance in helping me fully use this product's capabilities
- F. Difficulty in ordering Xerox supplies
- G. Xerox supplies delivered late or handled poorly
- H. Frequent supplies failures

SIGNIFICANT
PROBLEM

☐
☐
☐
☐
☐
☐
☐
☐

NO SIGNIFICANT PROBLEM

☐

3a. The overall sales support was:

EXCELLENT	GOOD	FAIR	POOR
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	9	8 7 6	5 4 3

2 1 0

4. ADMINISTRATIVE SUPPORT:

Problems encountered during the past three months:

- A. Frequent billing errors
 B. Difficulty in correcting billing errors
 C. Xerox invoices difficult to understand
 D. Problems handling multiple invoices
 E. Problems or delays crediting your account with payments
 F. Problems with Xerox credit or collection
 G. Phone messages not given to proper person or incorrect
 H. Xerox administrators displayed lack of professionalism

SIGNIFICANT PROBLEM
☐
☐
☐
☐
☐
☐
☐
☐

NO SIGNIFICANT PROBLEM

☐

4a. The overall administrative support was:

EXCELLENT		GOOD			FAIR			POOR		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	9	8	7	6	5	4	3	2	1	0

5. PRINT QUALITY

During the past three months, the overall machine print quality was:

EXCELLENT		GOOD			FAIR			POOR		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	9	8	7	6	5	4	3	2	1	
									0	

6. OVERALL SATISFACTION:

Now, would you please indicate how satisfied you are with your overall relationship with Xerox and its equipment.

VERY SATISFIED					VERY DISSATISFIED				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	9	8	7	6	5	4	3	2	1
									0

7. Please indicate how likely you are to:

- A. Continue using this product
 B. Recommend Xerox to others if they need office equipment

VERY LIKELY	SOMEWHAT LIKELY	SOMEWHAT UNLIKELY	VERY UNLIKELY
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	2	1	0

8. Is there anything else about this product or the process of dealing with Xerox not covered in the questionnaire that you feel Xerox should improve?

YES ☐ (PLEASE DESCRIBE) NO ☐ (PLEASE CONTINUE TO QUESTION 9)

9. Please CHECK ONE of the following statements that best describes your role in the acquisition of computer equipment.

- ☐ The decisions are solely my responsibility.
☐ The decisions are primarily my responsibility.
☐ The decisions are made by me, but in consultation with others.
☐ The decisions are made by others, but my advice is usually requested.
☐ I have no role in the acquisition of office equipment.

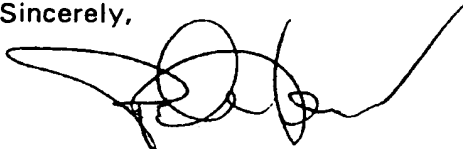
10. NAME: _____ POSITION: _____
 (Please Print)

TELEPHONE NO.: AREA CODE () _____ DATE _____

PLEASE RETURN THE QUESTIONNAIRE IN THE ENVELOPE PROVIDED

I thank you in advance for your support in enabling us to improve our equipment and our support to you.

Sincerely,



8710 - 258/01

Peter Sturtevant
 Vice President
 National Service